

Section B

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Where to Get Help – Contacting WCIS and Other Information Resources

Starting up a new EDI system isn't simple. It requires detailed technical information, as well as close cooperation between the organizations that send data – in this case you, the Trading Partner – and the organization that receives data – us, the California Division of Workers' Compensation (DWC).

The following is a list of resources available to you for information and assistance.

California Division of Workers' Compensation

Our Web Site

Visit our web site at www.dir.ca.gov/dwc/WCIS.htm to:

- Download the latest version of the *California EDI Implementation Guide*,
- Get answers to *Frequently Asked Questions*,
- Review archived *WCIS e-News* letters.

Your WCIS Contact Person

Each WCIS Trading Partner will be assigned a WCIS contact person at DWC. This person will help answer your questions about EDI in California workers' comp, work with you during the Test-Pilot-Parallel-Production process, and be an ongoing source of support during production.

Your WCIS liaison can be reached by phone, e-mail, or mail. When initially contacting us, be sure to provide your company name so that you may be directed to the appropriate WCIS staff.

By phone: (415) 703-4413, (415) 703-4427 or (415) 703-4418

By fax: (415) 703-5911

By e-mail: wcis@dir.ca.gov

By mail: WCIS EDI Unit
Attn: Name of WCIS Contact (if known)
Department of Industrial Relations
Information Systems
PO Box 420603
San Francisco, CA 94142-0603

WCIS e-News

WCIS e-News is an email newsletter sent out periodically to inform WCIS Trading Partners of announcements and technical implementations. The *WCIS e-News* will be archived on the WCIS web site. Interested parties who are not already receiving *WCIS e-News* can register at the WCIS website to be added to the *WCIS e-News* mailing list.

EDI Service Providers

Several companies can assist you in your efforts to report data via EDI. A range of products and services are available, including:

- software that works with your organization's computer systems to automatically transmit data,
- systems consulting, to help get your computer systems EDI-ready,
- data transcription services which accept paper forms, keypunch data, and transmit the data via EDI.

See Section J—EDI Service Providers, for a list of companies known to DWC that provide these services.

IAIABC

The International Association of Industrial Accident Boards and Commissions (IAIABC) is the organization that sets the national standards for the transmission of workers' compensation claims data via EDI. The IAIABC publishes these standards in their EDI Implementation Guide.

For more information about the IAIABC and how to purchase the EDI Implementation Guide, see Section P—IAIABC Information, and/or visit the IAIABC web site at www.iaiabc.org.